

# Assistance Animal Pass

## APPLICATION FORM

**Note: Guide dogs, hearing guide dogs and guide dogs in training do not require an assistance animal pass.**

Before completing the Application form it is important that you read and understand the Terms & Conditions in Item 7.

### HOW TO APPLY

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- 1** Complete this application form.
- 2** Obtain two, high quality, colour, passport size photographs (from a passport photo outlet) of your assistance animal.
- 3** Have your application form signed by your Health Professional.
- 4** Return this application form to

**‘Assistance Animal Pass Applications’  
Metlink Central Pass Office  
Southern Cross Station  
99 Spencer Street  
Docklands Vic 3008**

- Original applications and photographs cannot be returned under any circumstances.
- Incomplete applications cannot be processed.
- If successful in qualifying for the Assistance Animal Pass, your card will be posted out to you.

## About the Assistance Animal Pass

The Assistance Animal Pass was developed to assist people with a disability (including issues relating to ageing and psychiatric illness) who are unable to access public transport (buses, trains, trams) without an assistance animal.

The Assistance Animal Pass is completely separate from the Companion Card. If an applicant requires both an assistance animal and a companion to travel on public transport, they should apply for **both** an Assistance Animal Pass and a Companion Card.

The Assistance Animal Pass is not issued to every person who has a disability. The pass is issued to people who can demonstrate that their assistance animal alleviates the effects of their disability.

### Examples of assistance animals covered by this pass

- **Mobility Support Animals:** trained to help people with physical disabilities who use wheelchairs or have difficulty moving
- **Medical Alert Animals:** trained to assist their handlers before and during a medical emergency
- **Psychiatric Service Animals:** trained to provide support to people with psychiatric disabilities.

**Note: Guide dogs, hearing guide dogs and guide dogs in training do not require an assistance animal pass.**

### Feedback

Please contact the Public Transport Division with your feedback by:

Mail: GPO Box 2797, Melbourne VIC 3001

Telephone: (03) 9655 3333 or 1800 264 644 (9am – 5pm Monday – Friday)

Fax: (03) 9655 6426

Internet: [www.transport.vic.gov.au](http://www.transport.vic.gov.au) (select the 'Contact Us' tab and then select the 'Public Transport customer feedback' link).

## Getting more information about the Assistance Animal Pass

**Website** [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au)

### **Metlink Information Line 131 638 (6am–midnight daily)**

Staff can respond to queries regarding the Assistance Animal Pass. If you are deaf, have a hearing impairment or have complex communication needs, and you would like more information about the Assistance Animal Pass please telephone:

TTY (03) 9619 2727, or  
National Relay Service on 13 36 77, or  
Speech-to-Speech Relay Service on 1300 555 727

### **Multilingual information**

For all Assistance Animal Pass telephone enquiries in languages other than English, please use the following phone numbers:

Arabic	9321 5440	Mandarin	9321 5454
Cantonese	9321 5441	Somali	9321 5446
Croatian	9321 5442	Spanish	9321 5447
Dinka	9321 5452	Sudanese	9321 5453
Greek	9321 5443	Turkish	9321 5448
Italian	9321 5444	Vietnamese	9321 5449
Macedonian	9321 5445	All other foreign languages	9321 5450

### **Travel with Animals on Public Transport**

You do not require an Assistance Animal Pass to travel on public transport if your animal can travel under the following conditions:

#### **● Metropolitan Services**

- Guide dogs, guide dogs in training and hearing guide dogs are permitted to travel on metropolitan trains, trams and buses at any time.
- Small non-assistance animals can travel on metropolitan trains, trams and buses, but they must be in a suitable container.
- Non-assistance dogs are permitted on metropolitan trains. They must be muzzled, on a lead and controlled by their owner at all times. They are not allowed on seats and cannot block doorways or passageways. Owners must clean up any mess created by their dogs.

## ● V/Line Services

### • V/Line Trains

- Guide dogs, guide dogs in training and hearing guide dogs are permitted to travel on all V/Line long and short distance trains within Victoria. These animals do not need to be placed in the luggage area.
- Small non-assistance animals must travel in a suitable container, similar to those approved by the RSPCA. Pets must be placed in designated luggage areas and cannot be stored in walkways, under seats, in overhead luggage racks or on seats. They must be controlled by their owners at all times. Owners must clean up and remove any mess.
- Work is continuing with V/Line to resolve the issue of the carriage of non-assistance dogs that are muzzled and on leads. These animals cannot currently be taken on V/Line trains. Passengers will be advised if there are any further changes to the current arrangements.

### • V/Line Coaches

- V/Line coaches do not carry pets. Guide dogs, guide dogs in training and hearing guide dogs are exempt and may be carried.

If your assistance animal cannot be transported under these conditions you can apply for an Assistance Animal Pass.

An animal identified by a Assistance Animal Pass can travel freely on all public transport services subject to the rules and conditions set out in item 7 of this application form.

## Privacy

All information collected through your application process will be recorded and stored in a database and used solely for the purposes of administering the Assistance Animal Pass program. The information will not be shared, used or disclosed to anyone who is not involved in the administration or implementation of the program. The information collected can be accessed via a Freedom of Information request. The information supplied will be handled in accordance with the privacy principles contained in the *Information Privacy Act 2000 (Vic)*, and the *Health Records Act 2001 (Vic)*.

## Renewing Your Pass

The animal assistance pass is valid for three years from the date of issue. A new application form will need to be completed in order to issue a new pass.

## Replacement Passes

The pass holder agrees to advise the Metlink Central Pass Office as soon as possible if the Assistance Animal Pass is lost, stolen or damaged. A free replacement Assistance Animal Pass will be issued for all lost, stolen or damaged Travel Passes.

**Please note:** A Statutory Declaration must be completed and submitted to the Metlink Central Pass Office for all lost or stolen Assistance Animal Passes.

# Assistance Animal Pass

- Please complete this application form in **BLOCK LETTERS** using blue or black pen.
- When completing this application place ticks in the tick boxes provided.
- Please **DO NOT** place crosses  in the boxes or circle the boxes .  
*incorrect* *incorrect*

## APPLICANT INFORMATION

### ITEM 1

The Assistance Animal Pass will only be issued in the name of the person with the disability. One application per applicant.

Your Title (e.g. Mr/Mrs/Ms/Miss/Dr/Prof):

Surname

Your First Name as it appears on official documentation such as a Birth Certificate

Gender

Male  Female

Date of Birth  
**OR**

/ / 

If date of birth unknown, approximate age in years

Telephone Number

()

TTY (if available)

()

Email (if available)

Residential Address

Suburb

State

Postcode

Postal Address

(if different from above)

Suburb

State

Postcode

## ITEM 2 Details of Assistance Animal

Type of Animal (for example dog, cat)

Breed

Colour

Name of Assistance Animal

Size

Small (less than 10kg)

Medium (less than 20kg)

Large (more than 20kg)

Age of animal  years

## ITEM 3

What is your disability?

**Note:** If you do not have a formal diagnosis, please use the space below to briefly describe your condition.

## ITEM 4

Do you need an assistance animal to access public transport?

Yes

No

## ITEM 5

To receive an Assistance Animal Pass you must demonstrate that your assistance animal alleviates the effects of your disability. Please provide examples of the assistance your assistance animal provides.


## ITEM 6 Health Professional Declaration

I am currently practicing as one of the following: Please tick

- GP
- Specialist
- Psychologist/Psychiatrist
- Qualified Speech Pathologist eligible for practicing membership of Speech Pathology Australia
- Other                      Please specify

I have seen the applicant in a professional capacity for:

- years
- months

## Health Professional Declaration (continued)

- I have read all the relevant information contained within this form, and verify that it is correct to the best of my knowledge; and
- I verify that the applicant has a disability and will require the assistance of an assistance animal to access public transport; and
- I am not the applicant, or an immediate family member of the applicant

Name	<input type="text"/>
Employer/Business Name	<input type="text"/>
Address	<input type="text"/>
Suburb	<input type="text"/>
State	<input type="text"/>
Postcode	<input type="text"/>
Telephone Number	<input type="text"/>
Signature	<input type="text"/>
Date	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
AHPRA Number (was Provider Number)	<input type="text"/>

## ITEM 7 Assistance Animal Pass – Passholder Terms and Conditions

It is important that you read and understand the information below before you apply for the Pass:

Under the *Disability Discrimination Act 1992* it is an offence to discriminate against a person who is accompanied by a guide dog, hearing dog, assistance animal or other animals trained to alleviate the effects of a person's disability. Animals not considered to be assistance animals are:

- **Companion** or 'pet' animals. The fact that an animal is house trained or has had obedience training is not likely to be sufficient to qualify for the Pass.
- **Therapy** animals used to improve a person's general quality of life and/or to facilitate counselling or psychotherapy.
- **Facility** animals that visit people living in hospitals, mental health units, nursing homes and rehabilitation centers to assist treatment or recovery and improve their quality of life through contact with an animal.

1. The Assistance Animal Pass is valid for use on public transport services including metropolitan train, tram and bus services. It is also valid on all V/Line train and coach services and regional city town bus services.
2. The pass holder must carry the Assistance Animal Pass with them when travelling with their assistance animal on public transport. The Pass must be produced if requested by a Victorian Police Officer or public transport employee, including employees of the Department of Transport, Metro, Yarra Trams, V/Line, Authorised Officers and regional and metropolitan bus employees.
3. Your assistance animal must be suitable for travelling on public transport including on country train and coach services, which can be over a long distance. At all times your assistance animal must be under the control of the pass holder or another person assisting the pass holder. It is also important to understand trains could be crowded and noisy for an animal due to the movement/ swaying of the carriage, therefore your assistance animal must be able to cope with these movements and noise.
4. Your assistance animal must not:
  - i. Cause any undue distress or inconvenience to other passengers or staff;
  - ii. Cause any risk to the health, safety and welfare of any passengers or staff whilst on the services and/or the premises;
  - iii. Disrupt the operations of the services and/ or the premises;
  - iv. Sit on seats provided on the services and/ or the premises;
  - v. Block doorways or aisles; or
  - vi. Toilet on the services or the premises. Owners must clean up any mess made by their assistance animal.
5. The designated pass holder and designated assistance animal must travel TOGETHER. Only the assistance animal whose photograph and details appear on the Assistance Animal Pass can accompany the pass holder.
6. The Assistance Animal Pass holder must purchase a valid ticket to travel.

# Assistance Animal Pass

7. Assistance Animal Pass holders should inform the V/Line operator that they hold an Assistance Animal Pass at the time they book or purchase their own V/Line tickets. The passenger must still carry the Pass at all times.
8. If an operator suspects that an Assistance Animal Pass is being misused, they can report this to the Metlink Central Pass Office. Proven misuse of the Assistance Animal Pass may result in the Pass being cancelled.
9. The Assistance Animal Pass is valid for a three year period and pass holders must renew their Pass by the anniversary of the date of issue. **It is the responsibility of the applicant to renew the Pass prior to the expiry of the current Pass. Reminder notices will not be issued. Please contact the Metlink Central Pass Office to be advised on the renewal process.**
10. The pass holder is not released from liability for their assistance animal by reason of obtaining an Assistance Animal Pass.
11. It is understood that the applicant accepts the Assistance Animal Pass 'Terms and Conditions' when they submit the application form.

## ITEM 8

The applicant or the guardian must sign the following page of the application

### APPLICANT/GUARDIAN/AGENT STATEMENT

I confirm that my signature on the following page verifies the following  
(please tick):

- I have a disability and I will require the assistance of an assistance animal to travel on public transport; and
- I certify that the information in this application is correct; and
- I understand and accept the pass holder Terms and Conditions

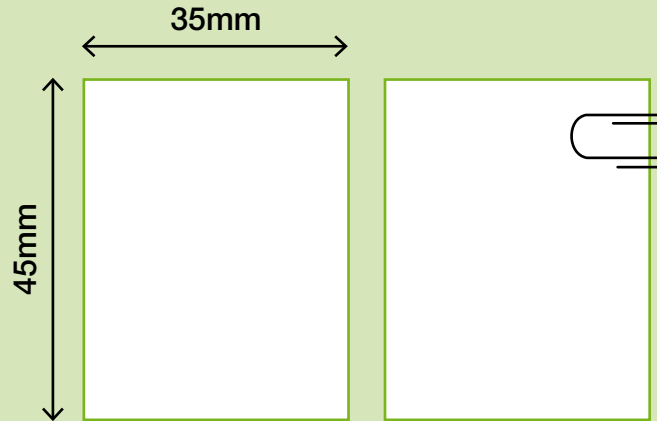
# Assistance Animal Pass

## PHOTOGRAPHS

Only complete if filled out ITEM 5

### Assistance Animal

Attach two, colour passport sized photographs of the assistance animal here using paper clips or fold back clips. DO NOT use tape, staples, glue or pins.



## YOU MUST PROVIDE ONE OF THE FOLLOWING SIGNATURES:

**Applicant Signature**  
(if over 18 years of age)

	date / /
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**Legal Guardian/Agent Signature**  
(for applicants under 18 years of age or if unable to sign)

	date / /
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**Legal Guardian/Agent Name**  
(and relationship to the applicant)

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**Legal Guardian/Agent Telephone/TTY**

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**Person who completed this form (if different from above)**

**Name**  
(and relationship to the applicant)

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**Telephone**

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